



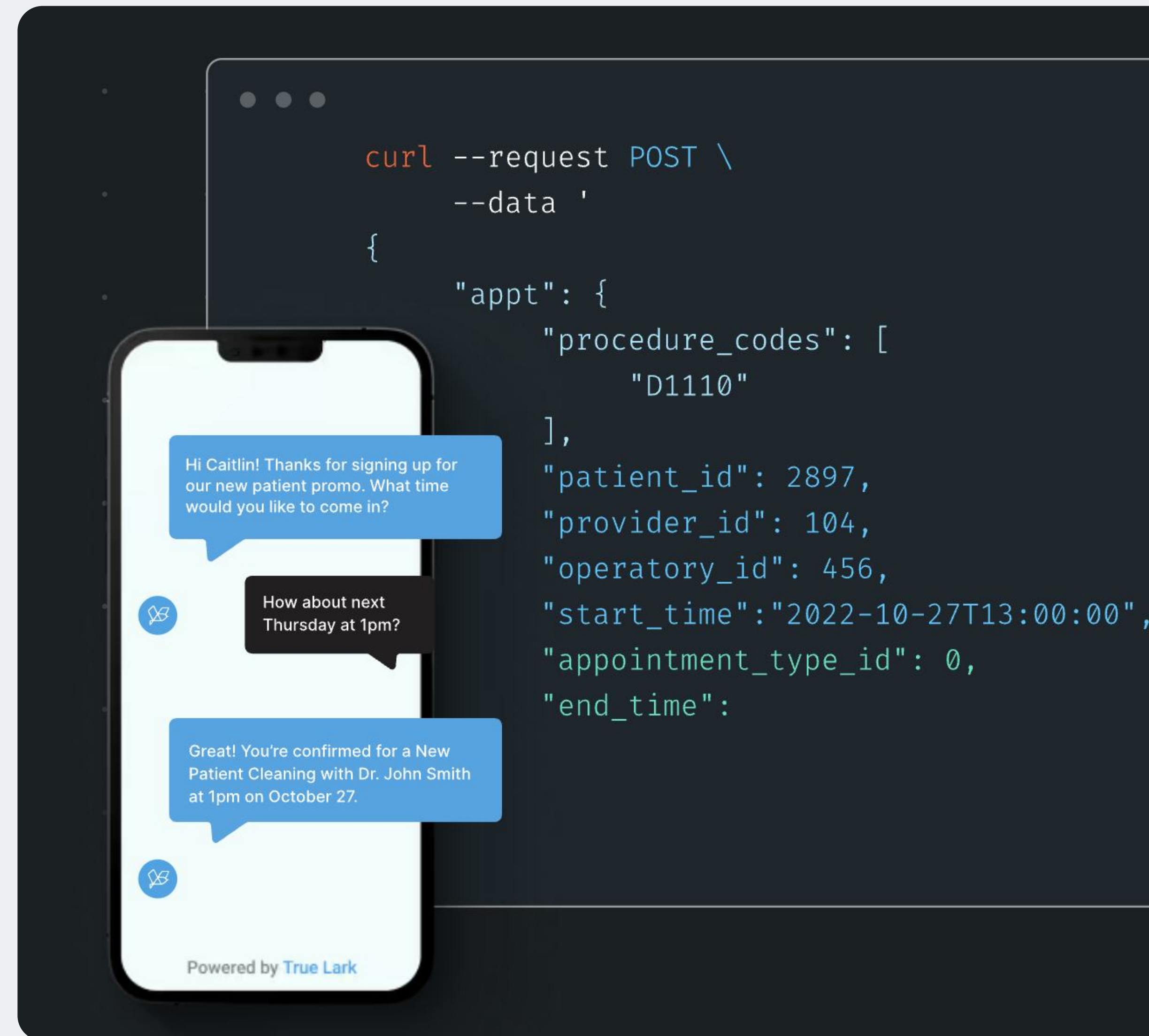
Updating the developer experience for new APIs

DETAILS

My role: Senior product designer

The team: API Engineering, Product Management

Project status: In development



What is NexHealth?

NexHealth builds flexible tools and infrastructure to support doctors and developers in delivering exceptional patient experiences.

For developers:

NexHealth provides an API and a web portal to developers building healthtech products.

For doctors:

NexHealth provides a client management software that includes scheduling, forms, and automated messaging.

OVERVIEW

Developers use NexHealth's API product to **integrate with health record systems**, and **onboard new customers**

rch institutions or locations

Test mode

?

←

Institutions

Albany Medical Clinic

Albany_medical • www.albanymed.com • admin@albanymed.com

Create new sync

...

EHR not selected

Ready to install

Install the NexHealth Synchronizer

Log in to the server where the practice management system database is installed

Download the NexHealth Synchronizer Installer

Visit [www.nexhealth.com/download](#)

Enter the product key: g3s5-jge2-po2v

Copy product key

Copy installation steps to clipboard

Eaglesoft

Read 2 m

Write 1 m

Albany Medical, Southside	7017 N. Sunnyslope Dr. San Francisco, CA 90013	ID: 2341234
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Albany Medical, Pediatrics Division	7017 N. Sunnyslope Dr. San Francisco, CA 90013	ID: 2341234	0 extensions
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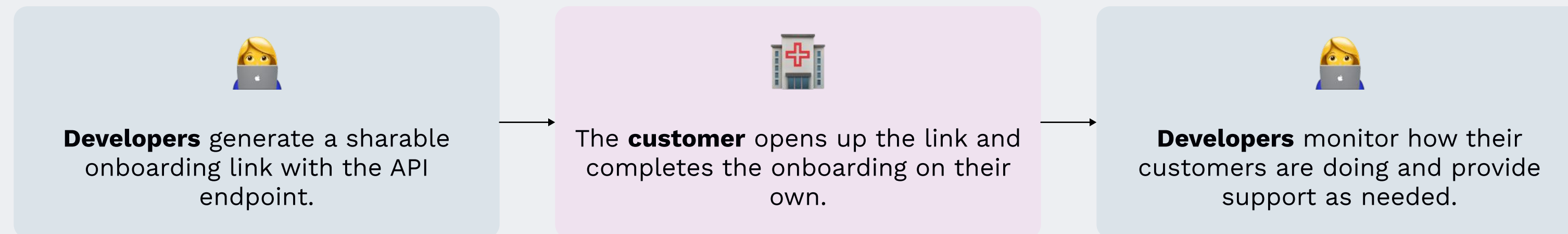
THE PROBLEM

Onboarding new customers is a **highly manual process** for developers. This limits their ability to scale*.

* If developers can't onboard customers and need ongoing support from our staff, NexHealth faces additional operating costs which impacts our ability to grow the API product.

THE SOLUTION

Our team released a new API endpoint that allows developers to automate their onboarding processes.



RELEASE PLAN

Milestone 1: **Update developer portal
Unify installation UI**

* This is the first milestone because it sets the foundation for future design updates for clinics, and unblocks engineering from releasing the API endpoint.

Milestone 2: **Optimize credential verification flows**

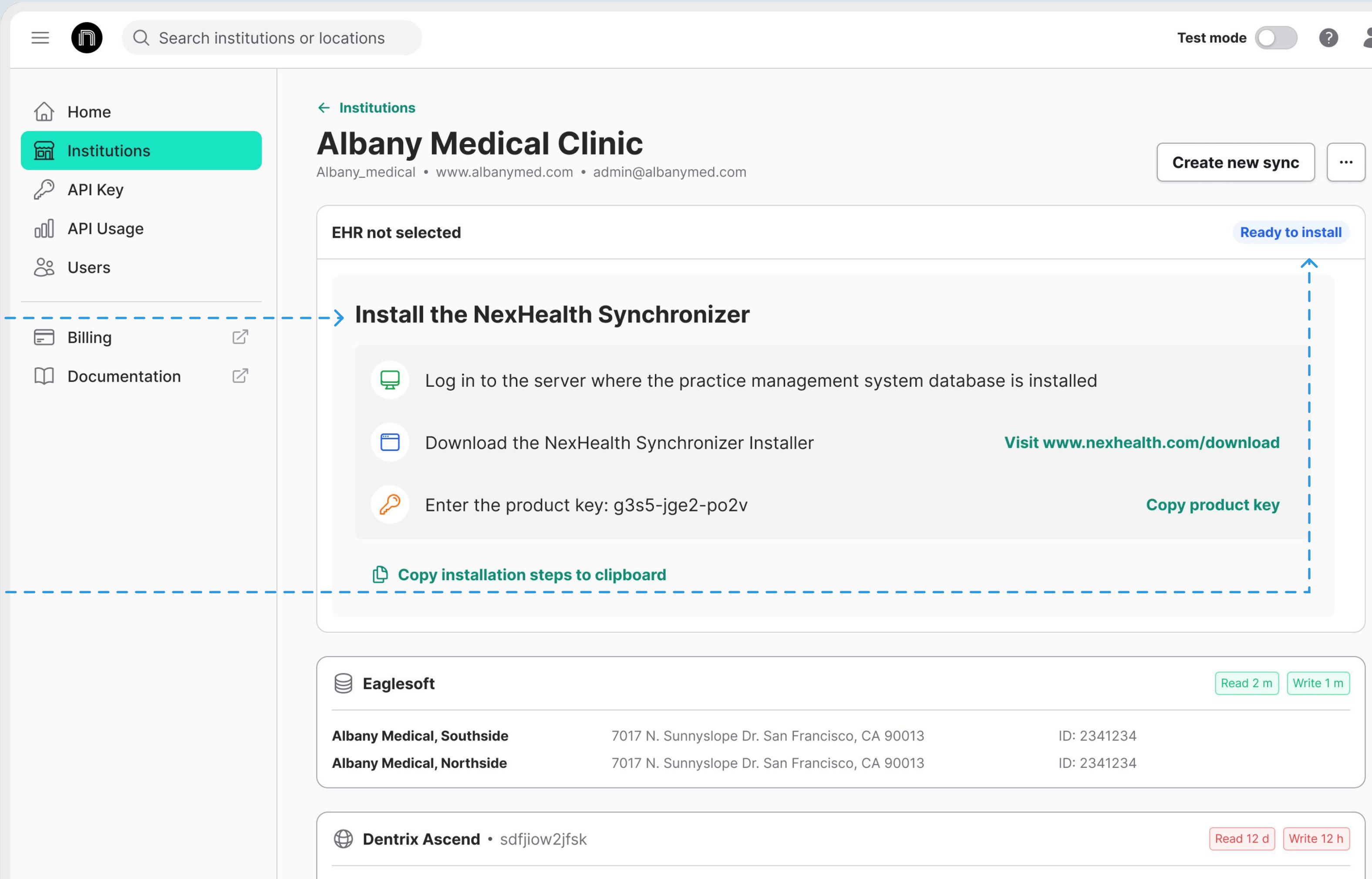
Milestone 3: **Improve overall user experience of Installation flows for clinics**

CURRENT DESIGN - DEVELOPER PORTAL

The developer portal

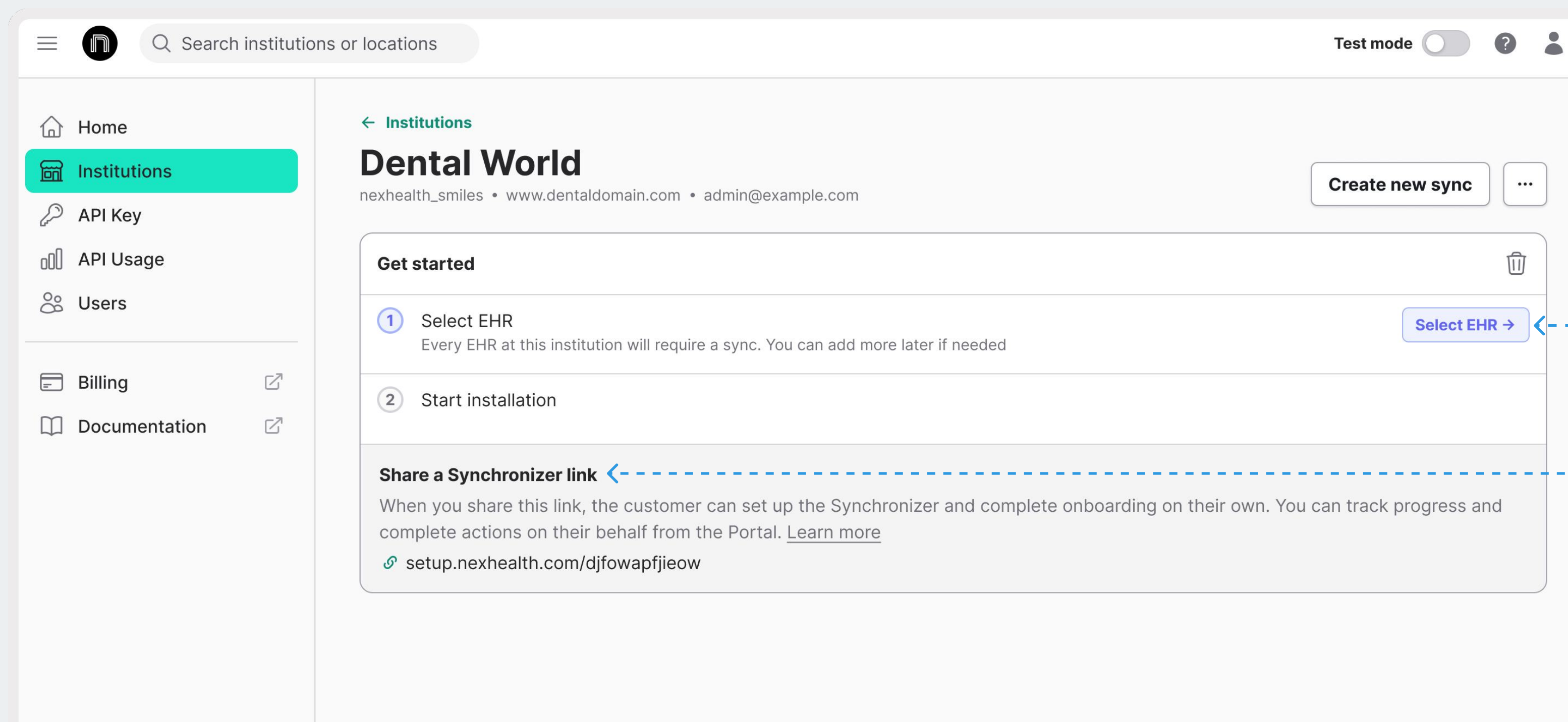
Need a clear way to copy and share the new onboarding link generated by the API with their customers

Users need accurate status tracking for customer progress through NexHealth installation flow.



COLLECTING FEEDBACK

I joined calls with NexHealth’s developer clients to collect feedback on proposed designs.



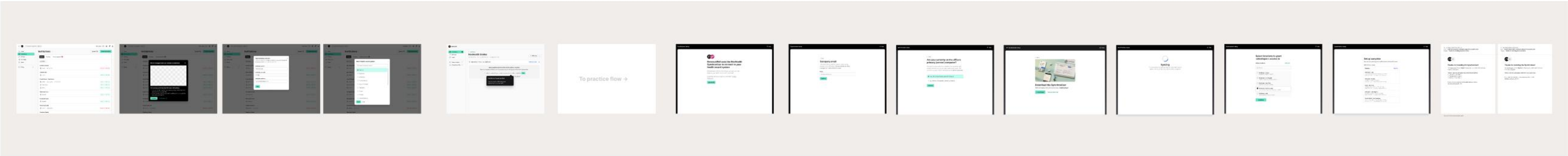
Users still defaulted to going through the manual process & missed the “share a link” UI

Users didn’t understand what a “Synchronizer link” was

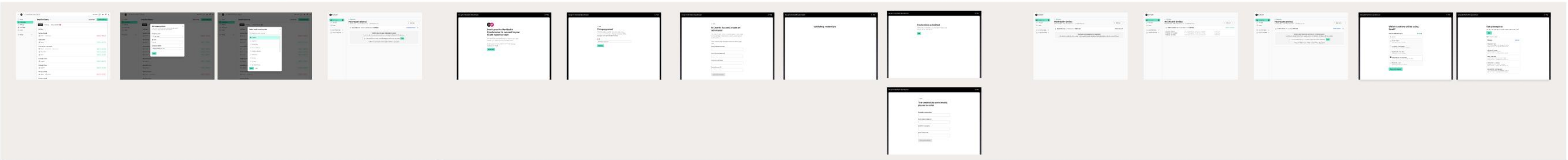
FLOW CHARTS

I documented user flows for each medical record system type to help communicate design specs.

Happy path - on prem EHRs with a self installer



Happy path - cloud EHRs with a self installer

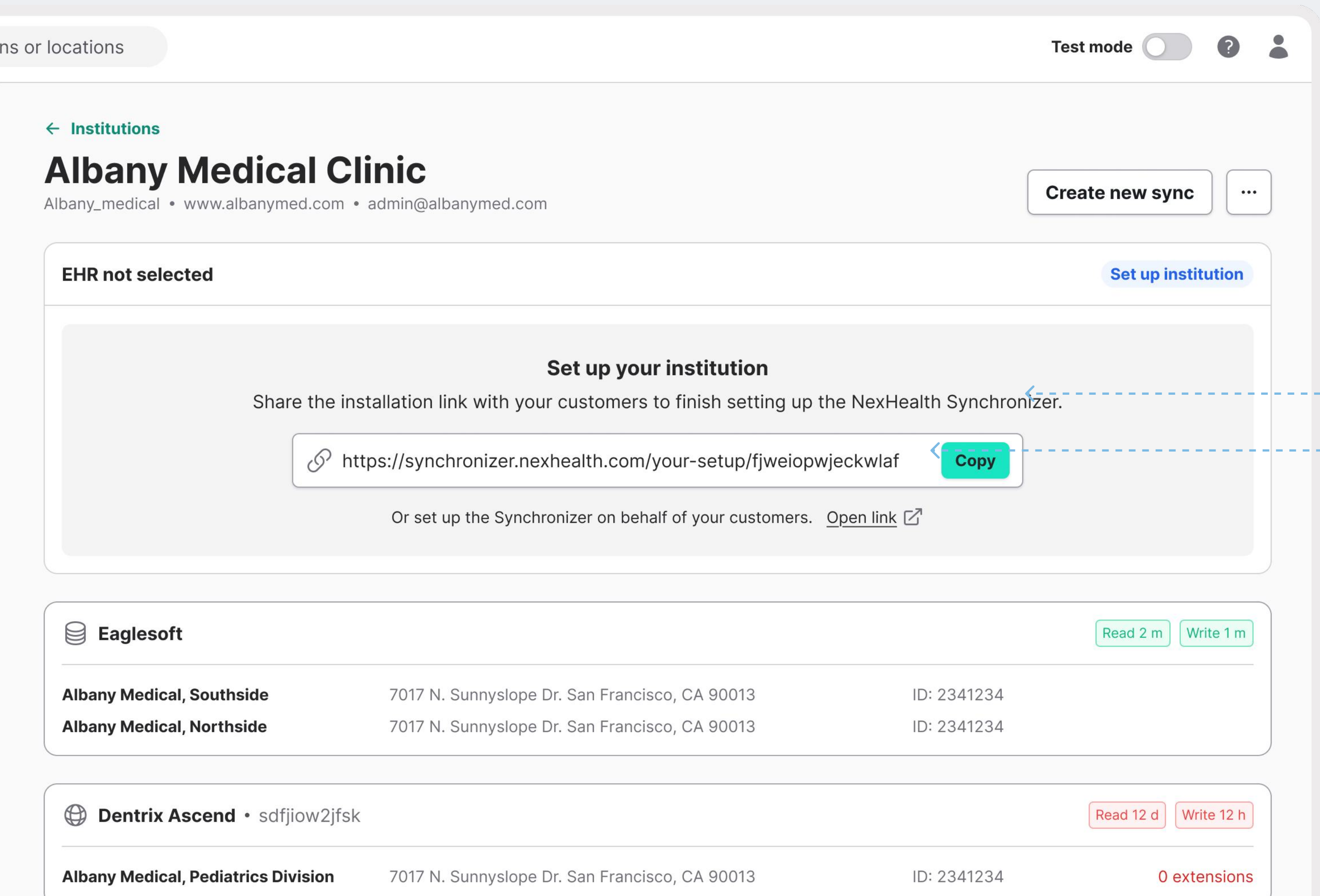


Other cloud UIs - the credentials screen will change based on the EHR



FINAL DESIGN - DEVELOPER PORTAL

Designing a way to easily copy and share the onboarding installation link.



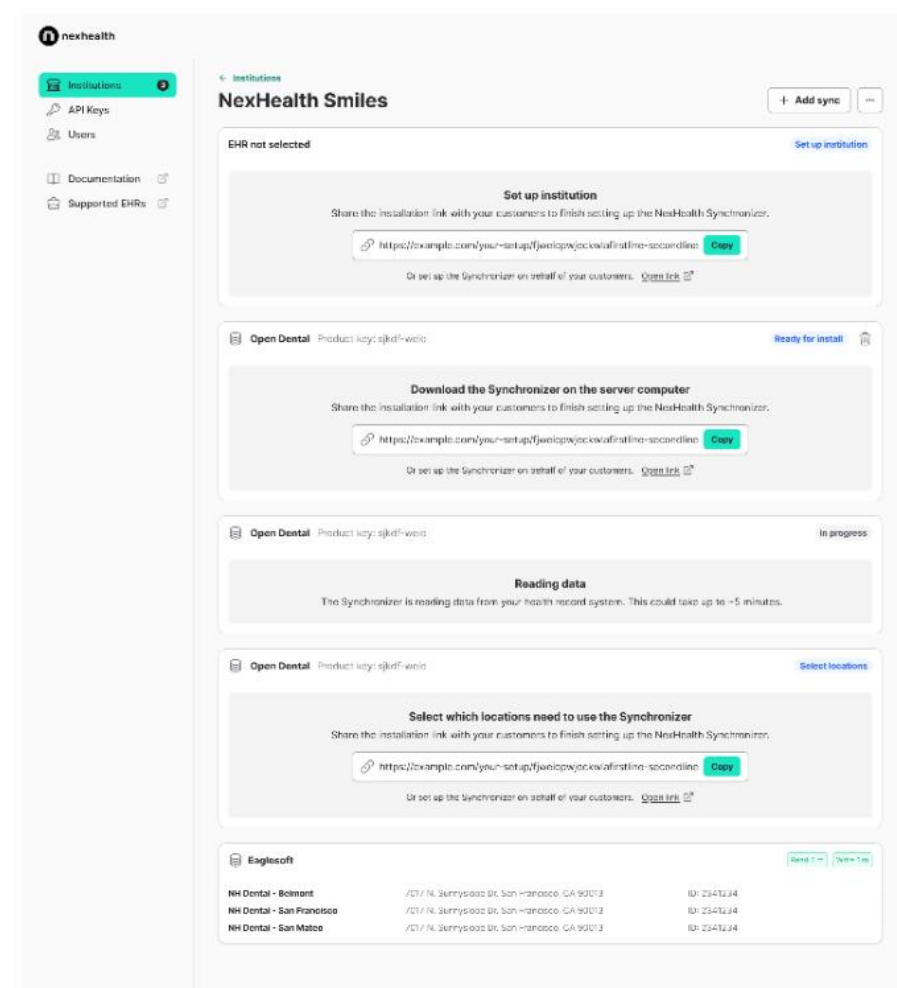
Designed the installation link UI as the primary way to onboard new customers.

Manual set up was still an option, but de-emphasized.

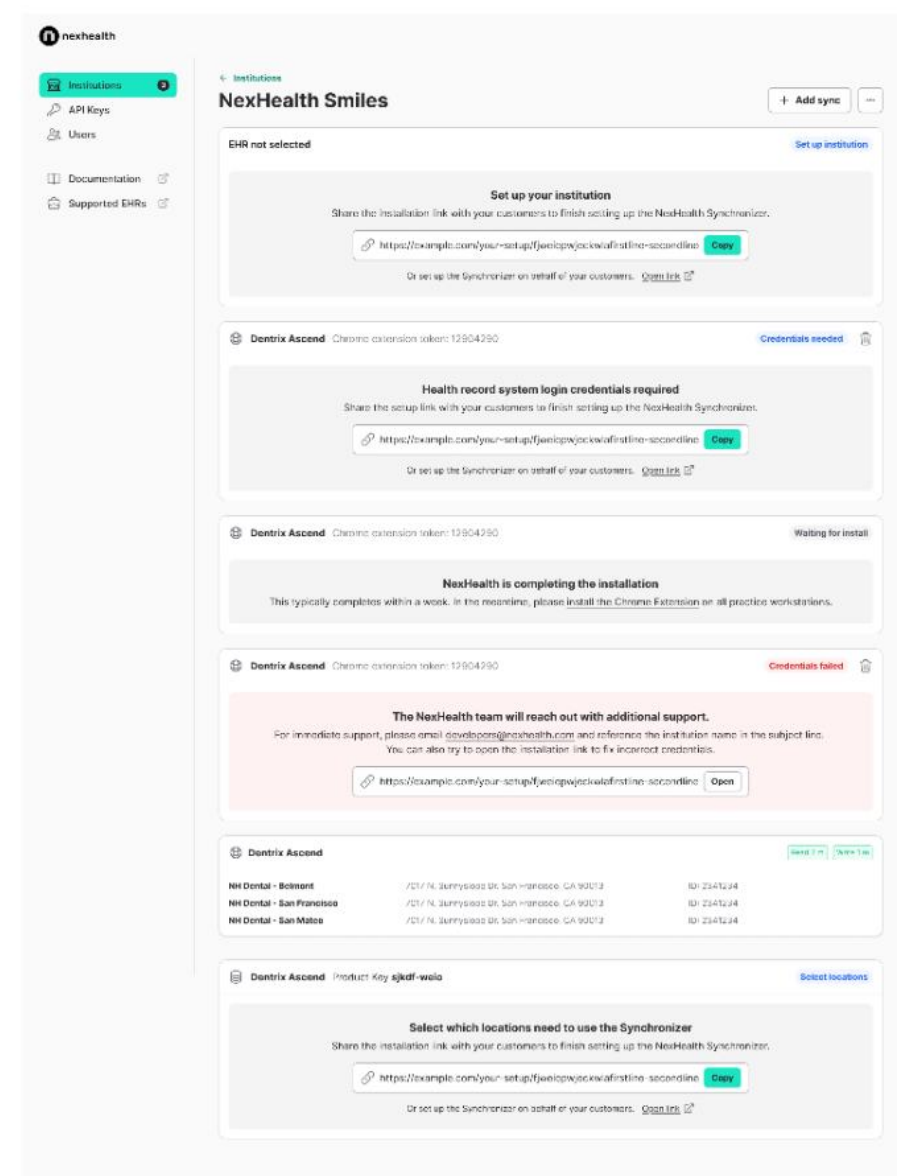
FINAL DESIGN - STATUS TRACKING

Designing a scalable status system for developers to track customer progress with the installation link.

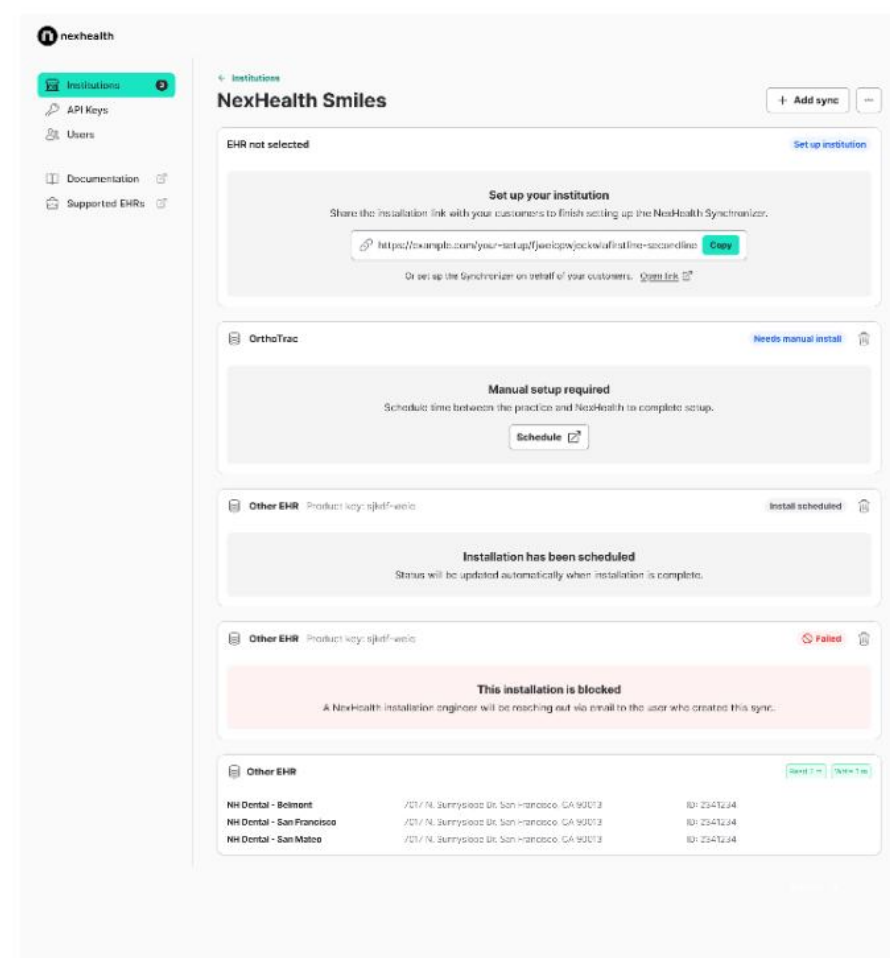
On prem



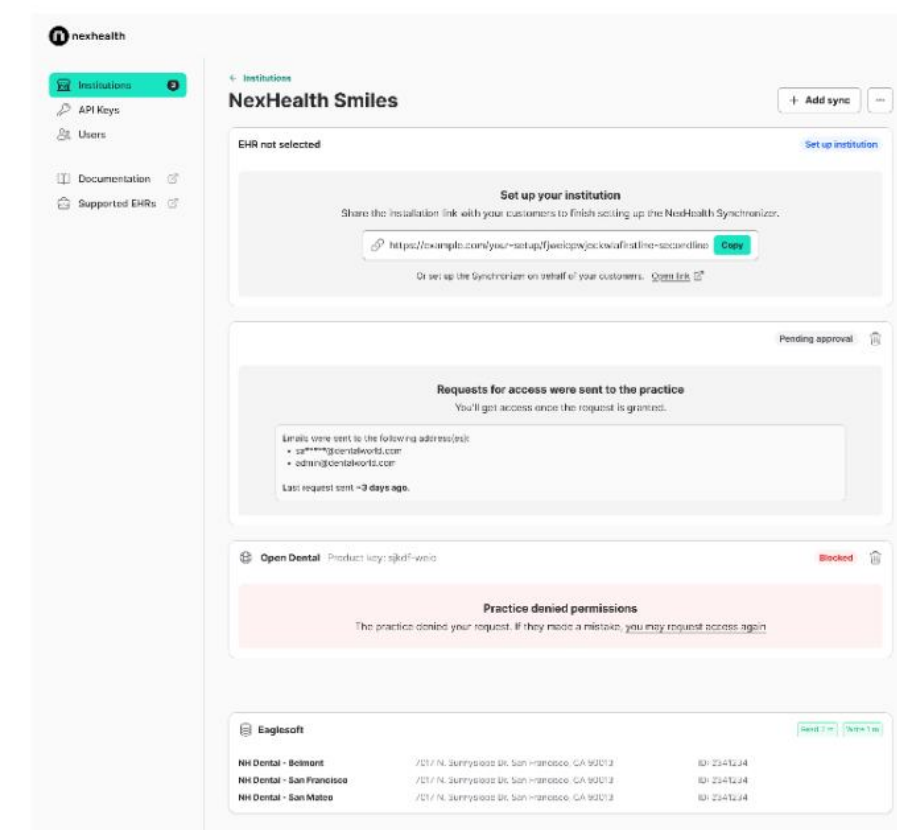
Cloud



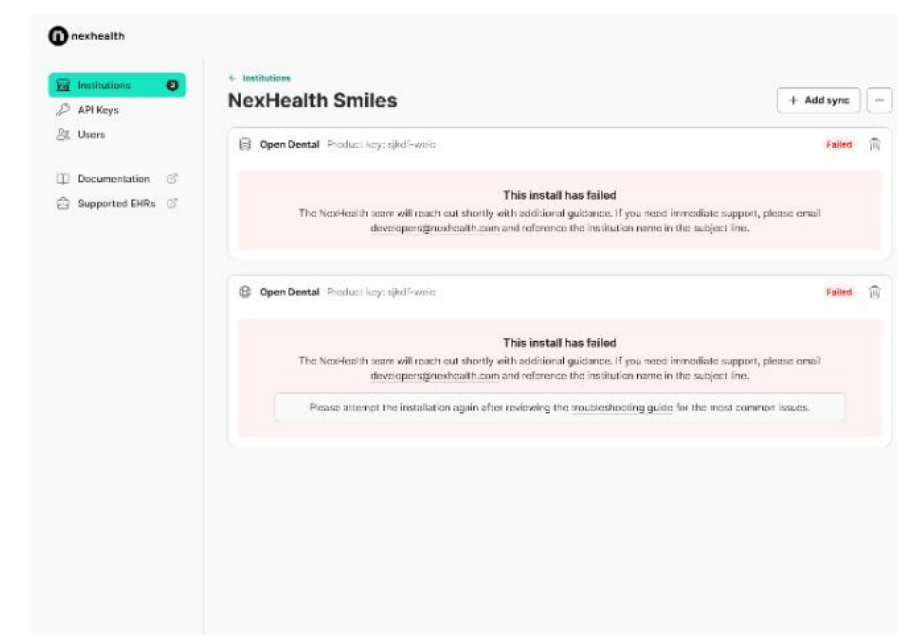
Manual



Match



Fail



WHY DID I PICK THIS PROJECT TO SHARE?

I'm a designer that loves thinking at a systems level, across multiple product areas and user personas.

Navigating complexity

I'm comfortable designing with different audiences and stakeholders in mind, and balancing key workflows with necessary edge cases.

End to end product design

I worked on this project from ideation through multiple cycles of user research and iteration. This is just one small chunk of the work that was done!

Thank you!

Please reach out if you have any questions to
oaraytin@gmail.com